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*Customer Focus* is a bi-monthly update for department management teams from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at [Laura.Riordan@iowa.gov](mailto:Laura.Riordan@iowa.gov). We encourage your feedback.

# Customer Focus

*A service update newsletter for valued DAS customers*

VOLUME 2 ISSUE 7

NOVEMBER / DECEMBER 2005

## Energy Conservation Awareness Week: Nov. 28-Dec. 2

Even before the first snow, we were warned: natural gas bills are expected to increase dramatically this winter, as much as 30-50 percent. Energy conservation isn't a new issue, but what can we as consumers be doing to save *more* this year? The Department of Administrative Services, in cooperation with Mid-American Energy, has organized an Energy Conservation Awareness Week for employees on the Capitol Complex for the week of

Nov. 28. Representatives from MidAmerican and the Iowa Energy Center will have display tables in the lobbies of the Hoover, Grimes, Lucas, IWD and Wallace buildings with information for employees on how they can conserve energy, thereby saving money. In many instances these are practices that can be done at work and at home. Everyone is encouraged to stop by the tables over their lunch hour, pick up some free tips, ask

questions, and get a first-hand look at some tools that can save energy and money.

**Mon. 11/28 - Hoover**

**Tues. 11/29 - Grimes**

**Wed. 11/20 - Lucas**

**Thurs. 12/1 - IWD**

**Fri. 12/2 - Wallace**

**(11 a.m.-1 p.m. every day)**

If there are any questions, please contact [Laura Riordan](mailto:Laura.Riordan@iowa.gov) at DAS at 515-242-5038.

## Seeking Savings with Strategic Sourcing

We all know that good things happen when we work together. But what about when we *buy* together? The State of Iowa has launched the Implementation Phase (Phase II) of the Strategic Sourcing Initiative, a process designed to allow the State of Iowa to purchase the best products and best services for the best value. Using this purchasing approach, the buyer (Iowa) analyzes what it's buying, what the market conditions are and who can supply those goods or services. The buyer then uses that information – plus innovative contracting techniques and the leveraging power of

buying in large volumes – to find the best values available in the marketplace. It's a way to achieve significant savings through smart buying.

In Phase I, completed in June 2005, state agencies worked with the A.T. Kearney consulting team to analyze what Iowa spends on goods and services to identify areas for potential savings through Strategic Sourcing, also known as "Cooperative Procurement." Phase II, kicked off at a training seminar for state employees on Nov. 8, is the actual Strategic Sourcing of the identified goods and services from Phase I. Teams of state

employees, grouped by categories of goods and services, are now working on compiling data about the things they buy and the vendors and contracts they currently use.

This process involves a lot of collaboration and hard work among the state agencies and entities involved, but we are sure to see many positive results. This approach has been successful in many private-sector organizations and in several other states, including California, Texas, Illinois, Oklahoma, Virginia, and New Mexico. We expect to be just as successful in Iowa!

# Lease Re-negotiation Reaps Rewards

As a result of successful re-negotiations with Hubbell Realty, the Department of Administrative Services-General Services Enterprise was able to obtain substantial savings on two leases over a 10-year period — approximately \$212,000.

Below is a chart that details the

savings. Today, the agencies pay a base square foot price of \$9.75 per square foot. The renewal base rate agreed to 5 years ago was \$10.75. DAS/GSE re-negotiated the base rate to \$8.65 per square foot for years 1 through 3, \$9.15 per square foot for lease years 4 through

6, and \$9.65 per square foot for years 7-10. So, at the end of the new 10-year renewal period (in 2015), the agencies base rate will be \$1.10 per square foot lower than they are paying today.

For more information contact [Barbara Bendon](#) at 515-281-8887.

	Dept. of Revenue, Collections Unit 401 SW 7th St., Suites A, B & C (8,848 Sq. Ft.)	Dept. of Human Services, Income Training Academy 401 SW 7th St., Suite G (4,819 Sq. Ft.)	Total Lease Cost
Original Contract Ten (10) Years	\$1,561,783.07	\$830,173.55	\$2,391,956.63
Re-negotiated Contract Ten (10) Years	\$1,424,639.07	\$755,479.05	\$2,180,118.13
<b>Ten (10) Year Savings</b>	<b>\$137,144.00</b>	<b>\$74,694.50</b>	<b>\$211,838.50</b>

## New features of the Deferred Compensation/RIC plan

This summer the State of Iowa Retirement Investors' Club (RIC) issued a request for proposal (RFP) from the investment services industry. After all bids were reviewed and scored, providers were selected for their best offerings of competitive rate investments and state-of-the-art services at the lowest fees to state employees. We are excited to announce the active investment providers to be effective January 2006 and beyond ...

\* Active providers for new accounts beginning 2006 are as follows:

- ⇒ AIG VALIC
- ⇒ Hartford Life
- ⇒ ING Financial Advisers
- ⇒ Nationwide Retirement Solutions

\* Beginning January 2006, new enrollees with RIC will have the benefit of choosing investments offered

by these four active providers. Enrollment is always open.

\* All employees currently participating with a provider not listed above will be required to select one of the four listed providers to receive all future contributions (both 457 and 401(a) match contributions). Choice of provider must be made no later than July 1, 2006. All employees who already participate with a provider listed above (AIG, Hartford, ING and Nationwide) do not need to take further action.

\* Employees who have assets with providers that are not listed above have the option to roll (non-taxable transfer) those assets to one of the active providers **or** leave assets as they are. Employees should be aware that some of the inactive

providers may charge surrender penalties, so it is important to check with providers or the RIC staff before requesting a rollover to an active provider.

\* The 2006 maximum contribution limits are as follows:

- ⇒ **REGULAR** (100% of compensation up to): **\$15,000**
- ⇒ **50+ LIMITS** (For participants age 50 or older, 100% of compensation up to): **\$20,000**
- ⇒ **3-YEAR CATCH-UP** (The total of the regular limit + missed contributions up to): **\$30,000**

More information about the program is available on the Web at <http://das.hre.iowa.gov/ric.html>.

# Does State Government Reflect Iowa?

The State of Iowa has had an active Affirmative Action (AA) program for many years. This program monitors the number of females, minorities, and persons with disabilities within various broad job categories, such as professional, technical, trades and administrative. These broad categories are referred to as Equal Employment Opportunity categories. If an agency has fewer protected class employees in any of these categories than is reflected by the available workforce in Iowa (Department of Labor data), they are said to be "underutilized" for the particular job class that falls within that EEO category.

**"As the largest employer in the state, we must become a model employer to assure that we can meet the needs of our citizens ... in an increasingly diverse nation."**

aware of underutilization when qualified lists of applicants are generated by DAS-HRE. The list is automatically coded so that the agency knows that protected class applicants are available for the underutilized vacancy.

So where do we stand today? If we simply look at the executive branch overall it is clear there is still progress to be made. For example, minorities make up 6.0% of the available workforce in Iowa and persons with disabilities 11.4%. The overall executive branch workforce representation for minorities is 5.0%, and 6.9% for persons with dis-

State agencies receive feedback about their workforce composition compared to the labor force through quarterly AA reports generated by DAS-HRE. Agencies also become

abilities. *This means that we must increase the number of minorities in state government by 20.0% (193 employees) and persons with disabilities by 65.2% (863 employees)*

to match the available workforce in Iowa.

In response to this situation, the Governor's office has initiated a broad diversity effort. This effort is designed to address the more systemic causes that hinder the results we would like to see. A diversity committee was assembled to develop a plan of action that includes process improvement, accountability, and communication components.

The challenge is clear. As the largest employer in the state, we must become a model employer to assure that we can meet the needs of our citizens and help position Iowa in an increasingly diverse nation and global economy.

To review the Diversity Plan, please go to:

[http://das.hre.iowa.gov/pdfs/Diversity\\_Workplan.pdf](http://das.hre.iowa.gov/pdfs/Diversity_Workplan.pdf)

## Capitol Complex Maintenance Update

Capitol Complex Grounds Crews will be installing the snow fence for winter to minimal drifting and blowing snow, and will be applying winter fertilizer to help green up the grounds in the spring.



Phase 3 of the multi-phased project to replace the primary and secondary electrical distribution systems for the Capitol Complex began the week of Oct. 31 with replacement of MidAmerican's preferred and alternate electrical feeds to the complex. Also, funding is in place for installation of a third back-up gen-

erator and associated switchgear equipment. The new equipment, to be installed by June 1, 2006, will provide full back-up generation for most of the buildings on the Capitol Complex with a seamless transition (no bumps) between MidAmerican power and generator power. Future phases of work, not yet funded, will replace the secondary distribution systems that serve all buildings, ultimately providing greatly improved reliability for electricity.



**Tony Ortgies and Tammy Hilario-Bahena** replace lamps and clean the ledges in the second floor rotunda of the Capitol.

# Seminar Spotlight

## Personnel Development Seminars, Department of Administrative Services

### Thriving on Change (Dec 1)

Not everything will run smoothly the first day, month, or year, but make change work for you by attending this exciting course. Learn how to put changes in perspective, explore why people react to change in different ways, and strategies to make change work for both you and the organization.

### Teamwork Skills (Dec 2)

Learn what your work group needs to do to become an effective team. This course helps participants identify the strengths and weaknesses of their teams.

*"The hands-on activities really helped in bringing us together."*

*"[It] gave our division the ability to identify strengths and weaknesses, as well as tools to use to improve weaknesses."*

Take the steps necessary for employees to enhance their skills and add value to your organization. Visit the PDS website for more information about our seminars, certificate programs, and registration forms.

<http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm>

## Notice: Rules Posted

Draft rules for the Technology Governance Board will be published in the [Iowa Administrative Bulletin](#) on November 23. This board replaces the Information Technology Council and revises the process for agencies to obtain approval of major information technology procurements. A public hearing is scheduled for December 13 at 11:00 a.m. in the Hoover Building, Level A, conference room 4, to comment on these draft rules. Any written comments will be accepted until 4:30 p.m. on December 13.

For more information contact [Marianne Mickelson](#) at 515-281-6904.

*I would like to extend special thanks to all our customers that have helped us at DAS/GSE Fleet and Mail by allowing us to assist you with your travel, fueling and vehicle maintenance requirements. The transition to market-based services has been challenging and exciting. With your continued support and feedback, we will continue to grow and improve our services to you in an affordable and timely manner, and with the best of quality. I would also like to offer that fall and winter is here and if you would like information about how you can make your winter driving a safe experience, feel free to contact me at 515-281-3162 or e-mail me at [Roy.Williams@iowa.gov](mailto:Roy.Williams@iowa.gov).*

*Happy Holidays to all.*

*Roy Williams, Automotive Shop Supervisor for Fleet*

## Dates to Remember

### Customer Council Meetings

General Services Enterprise  
(Nov. 17 and Dec. 15 meetings cancelled)  
Friday, Jan. 6, 2006, 8-10:30 a.m.  
Hoover Level A, EMD Conf. Rm.  
Human Resources Enterprise  
Wednesday, Dec. 7,  
1:30-3:30 p.m.  
Grimes 1<sup>st</sup> Floor Conf. Rm.

I/3 Interim Customer Council  
Thursday, Dec. 8, 1:30 p.m.  
Hoover Level B, Conf. Rms 2&3  
Information Technology Enterprise  
Tuesday, Dec. 13, 1-3 p.m.  
Hoover 4<sup>th</sup> Floor Conf. Rm.  
For Customer Council information:  
[http://das.iowa.gov/customer\\_councils/index.html](http://das.iowa.gov/customer_councils/index.html) or contact [Laura Riordan](#)  
at 515-242-5038.

### Technology Governance Board

Monday, Nov. 21, 3:30-5 p.m.  
Hoover Level B, Conf. Rm. 2 & 3

### Vertical Infrastructure Committee

Thursday, Dec. 8, 10 a.m.-3 p.m.  
Location TBD

### Joint Meeting:

### Vertical Infrastructure Committee & Capitol Planning Commission

Tuesday, Jan. 17, 8:30 a.m.-2 p.m.  
Iowa Labs Facility, Ankeny